

ZONEFIVE[™]

Teaming Performance Indicator



YOUR GUIDE TO TEAM **HEALTH AND PERFORMANCE**

OBSERVABLE AND MEASUREABLE INTERACTIONS

OVERVIEW

Human error is to blame for up to 90% of organizational and team failures. These failures can cost money, create loss of time, and interrupt workplace productivity. One thing that all organizational failures have in common are leading indicators.

Leading indicators are observable and measurable interactions, often non-technical in nature. The ability to recognize these weak signals early and often, provides teams and organizations heightened awareness.

MEASURE THE QUALITY OF INTERACTIONS – THE BEHAVIORS

Even the most experienced and best-trained employees develop the inability to recognize their own habits. In the absence of an ever-present observer, these indicators are measured best by gathering multiple perspectives from the people closest to the work. This will enhance team awareness and encourage guided self-correction.

With the implementation of ZoneFive™ health checks, leadership and coaches can mentor more effectively with the goal of creating a high performing, high reliability organization.



ZONEFIVE™ HEALTH CHECKS BENEFITS

Teaming health checks can have a massive impact on the health and well-being of your teams and organization. The observations are easy to make, and the insights collected will fuel heightened awareness, continuous improvement, and team performance.

SIMPLE TO IMPLEMENT

The practice of teaming health checks requires leaders and team members closest to the work to conduct observations during, or after any team lifecycle event. For example, all team members conduct an observation is at a planning event, or retrospective.

When you make an observation you will check a box when you see or hear a certain behavior during a particular event. You can also add a narrative comment to provide additional context and insight. Submit your observation and you're finished!



NOTE: It is okay and encouraged for team members to identify different behaviors. The observations are anonymous, but the high performing team will recognize the importance of psychological safety and open communication, if the team is to improve.

THE PROGRAM:

01

Make the observations

02

Evaluate and Plan

03

Results Tracking

Implementing an organization-wide health check practice can have a massive impact on your organization's culture. Some of the factors that will ensure you get the most out of your version of ZoneFive™, include full utilization of the tool, acting on the results, properly evaluating the deep data.

The ZoneFive™ Teaming Performance Indicator was developed by teaming experts who created basic behavior markers borrowed from High Reliability Organizations (HRO's), like nuclear power, commercial aviation and oil and gas. There are key considerations that will help you avoid common pitfalls and ensure success.

MAKE THE OBSERVATIONS

POSITIVE INTENT:

Team health checks and observations are not to be a "gotcha" tool highlighting all the things you are doing wrong, rather to create greater awareness and strive towards achieving operational excellence. If select behaviors are frequently observed by multiple people, a collective effort is necessary to either dampen, or amplify the respective behaviors.

If the team is unsure how to address the behaviors, the team should consult with a coach, or organizational leadership.

START WITH ONE TEAM:

As with any new concept, tool, or process team members may be skeptical. Start by focusing on one team, committed to team effectiveness and willing to self-reflect before, during and after team lifecycle events. Allow the team members to think, observe and record their observations daily.

Regular reflection will create a collective habit and over time, they will start to "get it." Encourage your first teams to act as your champions, who can assist other teams with their observations and development.

EVALUATE AND PLAN

LESS TIME, MEANINGFUL DATA

Stop wasting time creating biased surveys; they are subjective and getting people to do them is like pulling teeth. If you are serious about organizational performance, how is a survey conducted once every quarter going to provide you with any actionable insight? Make better sense of your team dynamics, so that you can plan necessary training to address what really matters.

CONSIDER INCENTIVES:

A rewards program can help encourage engagement and increase the number of observations. This is a minimally time invasive practice, but frequency is the key to success. Recognize your outstanding contributors and performing teams. Increase employee engagement and intrinsic motivation with a fully customizable and integration-ready platform.

RESULTS TRACKING

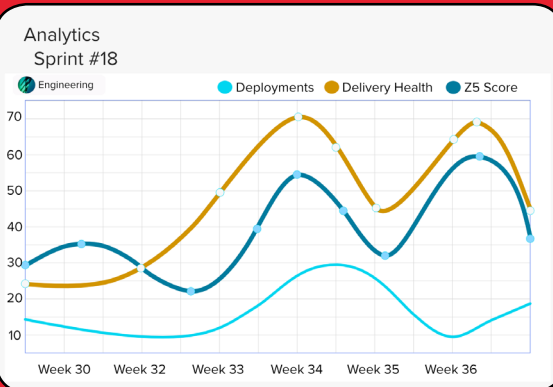
MEASURE KPI'S

See how your team trends and how they perform over time. Create KPIs that matter, like trending at-risk behaviors, which can help gauge your ongoing training efforts. Emphasize a culture that values growth and open communication and you will see widespread adoption and use of your team health checks.

It is important to note that no two teams are alike, therefore, team comparison is discouraged.

COMMITMENT TO PERFORMANCE

It is a wise business decision to measure what matters. Behaviors and habits are the foundation to the success of any initiative or undertaking. The commitment to document those behaviors require organizational discipline. Full participation by all team members is necessary to create a clear picture of an organization's undercurrent and dynamics. Integrate leading enterprise visualization platforms to better understand and visualize the health and performance of your organization in real time.



BUILD HIGH-PERFORMING AGILE TEAMS ACROSS THE ENTERPRISE

Develop agile teams at all levels in your organization and measure growth over time with popular frameworks like SCRUM, SAFe and Kanban so you can achieve digital transformation.

GET A DETAILED PICTURE OF YOUR TEAM'S PERFORMANCE BASED ON DATA DRIVEN REPORTS

Contact Us to schedule a demo and see how Zone Five can transform your team and help you make better decisions.






ZONEFIVETM

Teaming Performance Indicator



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